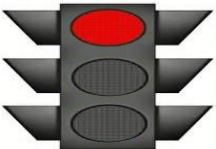
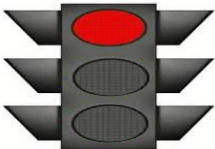


Dispatch to Respond, Priority Charlie Emergency Medical Services

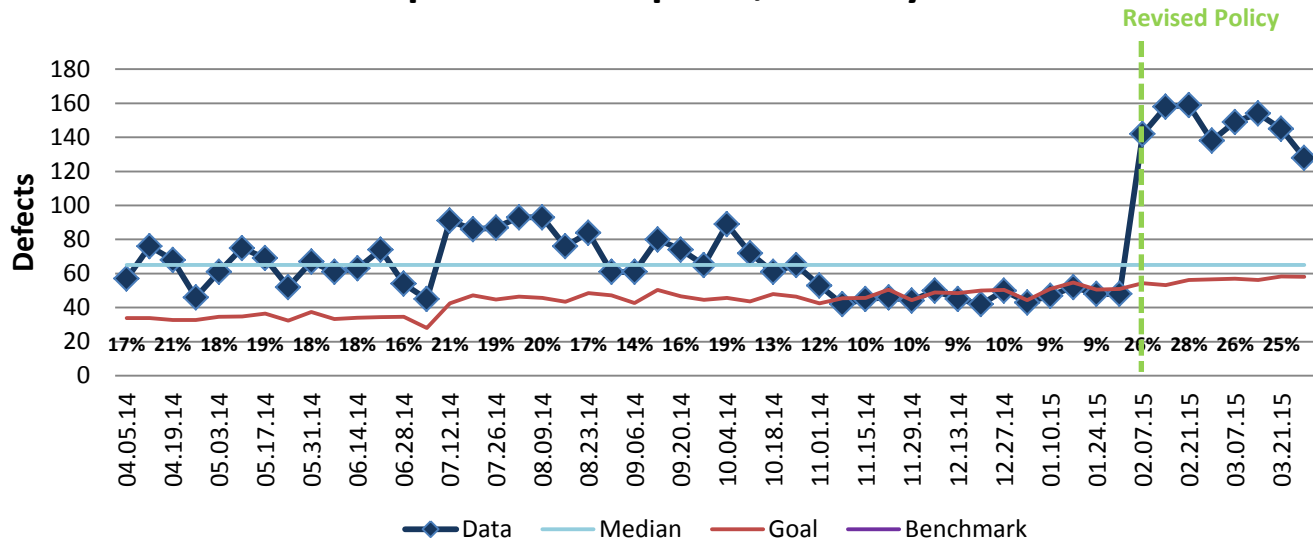


KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: Less than 60 seconds at least 90% of the time.		Goal Source: LMEMS	Measurement Method: Count of times from receiving dispatch to response for priority code charlie incidents that exceed 60 seconds.		
Benchmark: TBD		Benchmark Source:	Why Measure: To understand system capability & customer expectations		
			Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.		
How Are We Doing?					
03.30.14-03.28.15 12 Month Goal	03.30.14-03.28.15 12 Month Actual		03.22.15-03.28.15 Goal	03.22.15-03.28.15 Actual	
2,335	3,934		58	128	
Defects	Defects		Defects	Defects	

Dispatch to Respond, Priority Charlie



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.